



2018 Provider Webinars

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) are offering a variety of educational webinars in 2018 to physicians, case managers, nurses, and other staff who work with Health Net members. Health Net offers continuing education (CE) hours for nurses¹ and the American Academy of Family Physicians (AAFP) offers continuing medical education (CME)² credits for all webinars.

Some of the topics are linked to the Centers for Medicare & Medicaid Services (CMS) Five-Star Quality Rating System measures. Health Net encourages provider attendance and engagement at these educational webinars to address health care gaps, and achieve better patient outcomes and patient satisfaction.

Webinar topics, which are subject to change, are at the following dates and times:

Topic	Date	Time Pacific time
Consumer Assessment of Healthcare Providers & Systems (CAHPS)/Health Outcomes Survey (HOS) and Your Ability to Impact Member Experience!	February 21, 2018	12:00 p.m. to 1:00 p.m.
Special Needs Plans Model of Care	April 18, 2018	12:00 p.m. to 1:00 p.m.
The Mental Health Stigma	June 20, 2018	12:00 p.m. to 1:00 p.m.
Healthcare Effectiveness Data and Information Set (HEDIS®) Best Practices and Updates	August 15, 2018	12:00 p.m. to 1:30 p.m.
Fracture Liaison Services Update and Bone Health	September 20, 2018	12:00 p.m. to 1:00 p.m.
Prevention Across the Life Span	October 17, 2018	12:00 p.m. to 1:00 p.m.

¹ Provider approved by the California Board of Registered Nursing, provider number CEP 13156, for contact hour.

² Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188
provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188
provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761
provider.healthnet.com

Individual Family Plan

1-888-926-2164
provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224
provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224
provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

fax 1-800-937-6086

REGISTRATION

Providers can register for a webinar via an emailed link that is distributed two weeks prior to each webinar session. To be added to the email distribution list for registration, send an email to cqi_medicare@healthnet.com. Following the webinar presentation, attendees are sent a survey and instructions for obtaining CE hours and CME credits.

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online, as listed in the table below, for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
ENHANCED CARE PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
ENHANCEDCARE PPO (SBG)	1-844-463-8188	provider.healthnet.com	
HEALTH NET EMPLOYER GROUP HMO, POS, HSP, PPO, & EPO	1-800-641-7761	provider.healthnet.com	
INDIVIDUAL FAMILY PLAN	1-888-926-2164	provider.healthnetcalifornia.com	
MEDICARE (INDIVIDUAL)	1-800-929-9224	provider.healthnetcalifornia.com	
MEDICARE (EMPLOYER GROUP)	1-800-929-9224	provider.healthnet.com	
MEDI-CAL	1-800-675-6110	provider.healthnet.com	N/A

Access to Health Net's Provider Portals

Health Net migrated certain functions from existing systems to new systems effective January 1, 2018, starting with individual Medicare Advantage (MA) and Individual Family Plan (IFP) products. Providers can access the Health Net provider portals at:

- provider.healthnetcalifornia.com for individual MA and IFP members.
- provider.healthnet.com for employer group MA HMO, HMO, PPO (including EnhancedCare PPO for small business groups), EPO, POS, Medi-Cal (including CalViva Health), and/or Cal MediConnect members.